

Recommendation of the TCO Metrics Subgroup

Approved by the Seat Management Workgroup
April 23, 2001

Approved by COTS June 18, 2001

Charge

The subgroup (Steve Kelliher, Chuck Tyger, George Williams) was charged with identifying key TCO metrics that should be provided to the Seat Management Section office.

Recommendation

Based on discussions with the TCO vendors and experience with TCO studies conducted by the Seat Management Section, the subgroup recommends that, at a minimum, the metrics listed in Table 1 and the Best Practices Implementation Status outlined in Table 2 be captured and reported by agencies and institutions of higher education.

Specifically, the subgroup identified three approaches to conducting a TCO study:

1. TCO studies based on the Gartner methodology
Studies conducted by the TCO vendors and the Seat Management Section employ the Gartner methodology. Agencies and institutions can acquire the software and training to conduct studies using the Gartner methodology. These studies should provide the metrics and Best Practices Implementation Status noted in the tables.
2. TCO studies based on a Gartner-compatible methodology
Agencies and institutions that have conducted a TCO study or that plan to conduct a TCO study based on an industry recognized Gartner-compatible methodology should identify the methodology and provide at least Asset information (metrics A.1 – A.5), end user count (B.1), IT staff count (B.3), and direct hardware and software costs (C.1.a). In addition, the Best Practices Implementation Status should be completed.
3. TCO studies based on internally developed methodologies
Agencies and institutions that have conducted a TCO study or that plan to conduct a TCO study based on an internally developed methodology should provide a description of the methodology and data collection process. Based on the study, at least Asset information (metrics A.1 – A.5), end user count (B.1), IT staff count (B.3), and direct hardware and software costs (C.1.a) should be

provided. In addition, the Best Practices Implementation Status should be completed.

For the second and third approaches, the Seat Management Section will work with the agency or institution to complete the TCO Best Practices Implementation Status table.

Table 1 – TCO Baseline Metrics

A. Assets

1. Current number of servers
2. Current number of client desktops
3. Current number of client mobile computers
4. Current number of peripherals
5. Current number of network devices

B. Staff Data

1. Number of end users counted in the evaluation
2. End user average unburdened salary used in the evaluation
3. Number of IT staff allocated to supporting and maintaining the distributed computing environment in the evaluation

C. Actual Cost Data

1. Direct Costs
 - a. Hardware and software
 - b. Operations
 - c. Administration
2. Indirect Costs
 - a. End User Operations
 - b. Downtime

Table 2 – TCO Best Practices Implementation Status

Best Practices	Typical Scope	Typical Level
Technology Improvements - Asset Management		
Automated Asset Management	0-100%	**
Software Inventory	0-100%	**
Hardware Inventory	0-100%	**
Automated Software Distribution	0-100%	**
Technology Improvements - Systems Management		
Virus Detection and Repair	0-100%	**
Systems Management	0-100%	**
Server Based Client Image Control	0-100%	**
User State Management and Restore	0-100%	**
Technology Improvements - Managed PC		
Unattended Power Up	0-100%	**
Client Hardware Event Management	0-100%	**
Low Impact Upgradeability	0-100%	**
Technology Improvements - Scalability		
Scalable Architecture	0-100%	**
Low Risk, High Quality Vendor/Provider Selection	0-100%	**
Technology Improvements - Business Protection		
Fault Tolerance	0-100%	**
Automated Backup and Restore	0-100%	**
Hardware Physical Security Management	0-100%	**
Technology Improvements - Service Desk		
Service Desk Problem Management and Resolution	0-100%	**
Client Remote Control	0-100%	**
Process Improvements - User Management		
Enterprise Policy Management	0-100%	**
Locked User Environment	0-100%	**
Data Security Management	0-100%	**
Change Management	0-100%	**
Process Improvements - Standardization		
Vendor Standardization	0-100%	**
Platform Standardization	0-100%	**
Application Standardization	0-100%	**
Centralized and Optimized Procurement	0-100%	**
Process Improvements - Practice Management		
More Time Spent Planning Versus Implementing	0-100%	**
Service Level Tracking and Management	0-100%	**
Capacity Planning	0-100%	**
TCO Lifecycle Management	0-100%	**
People Improvements		
User Training	0-100%	**
IS Training	0-100%	**
IS Staff Highly Motivated	0-100%	**
Stable IS Organization	0-100%	**

**** Basic, Medium, or Advanced (See TCO Draft Guidelines)**